



Voice Modernization

UCaaS Voice Services

Unified Communications as a Service

July 13, 2010

IT Infrastructure Partnership Team



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- Cornerstone of Voice Modernization
- New VoIP Service available to all on MPLS
- Full Redundancy (core infrastructure & site)
- Based on Cisco products
- Incorporates lessons learned (HIPC & CHVS)
 - High quality product
 - Features agencies require
 - Platform for new services (e.g. Video Conferencing)
- Lower TCO compared to premise systems
- RUs ease ordering and budget management

Why is UCaaS Important Now ?

- 13,000 phones today are on end-of-support platforms; some are unstable
- Agencies need a roadmap to form budgets for telecom planning
- Plan is to provide alternatives where UCaaS not a fit (very small sites)
- Foundation for Video
- Foundation for improved Web Conferencing services
- Reduces maintenance expense and risk by retiring legacy solutions
- Provides a path beyond Centrex

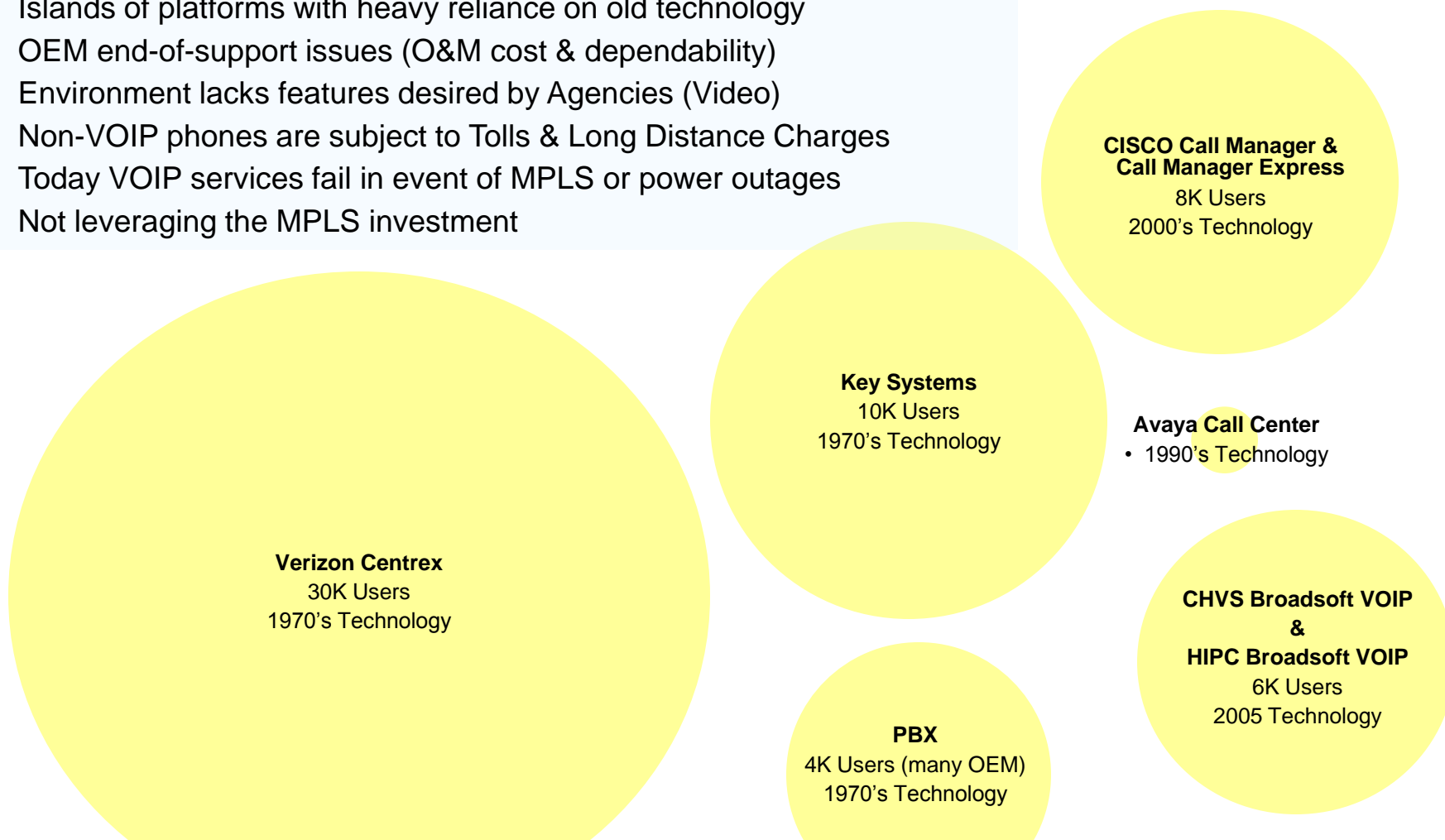
Administrative Agency Voice Services (today's environment)



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Challenges

- Islands of platforms with heavy reliance on old technology
- OEM end-of-support issues (O&M cost & dependability)
- Environment lacks features desired by Agencies (Video)
- Non-VOIP phones are subject to Tolls & Long Distance Charges
- Today VOIP services fail in event of MPLS or power outages
- Not leveraging the MPLS investment

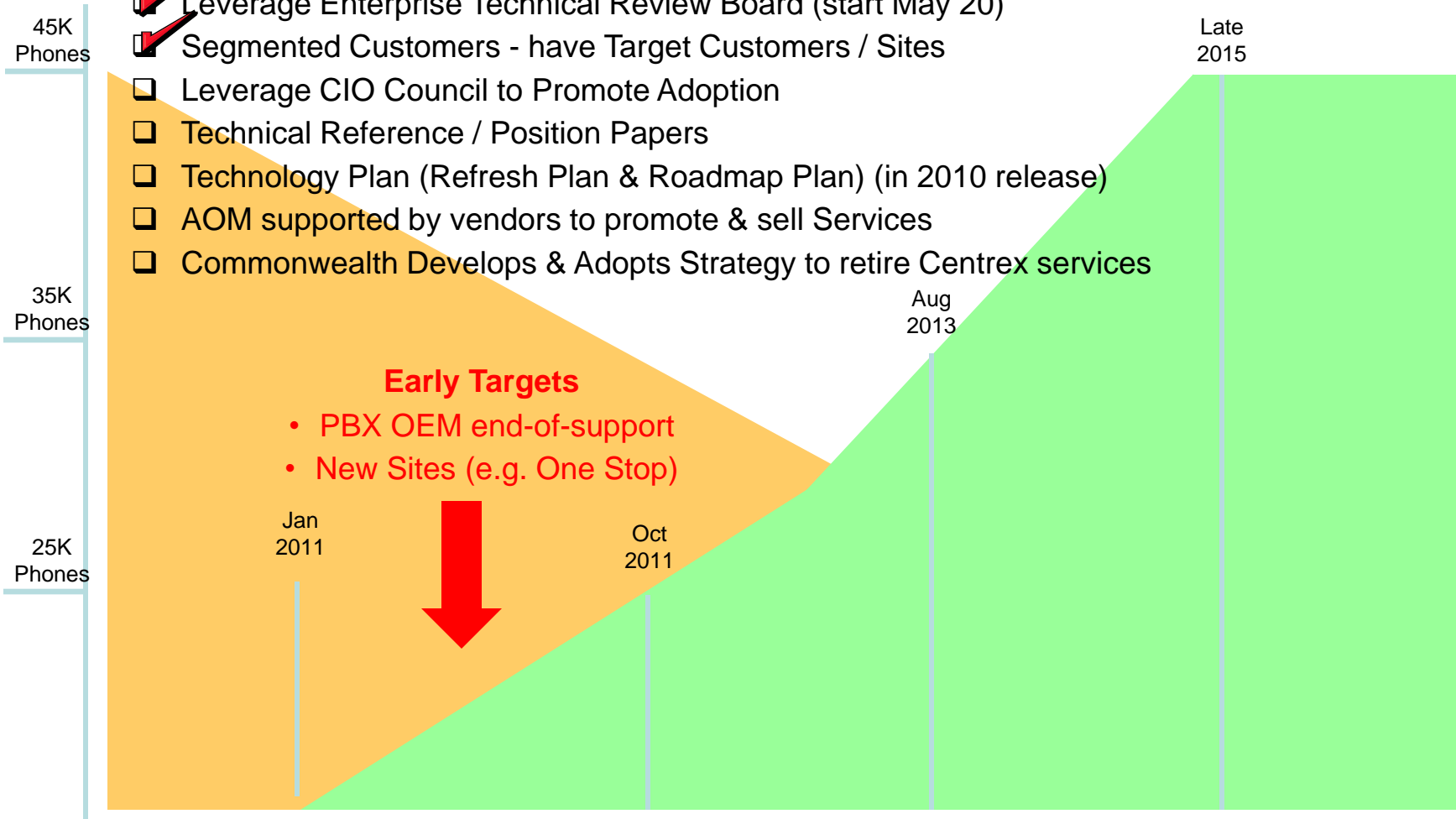


45,000 users are candidates for UCaaS Voice Services (site on MPLS)

Migration Legacy Phones to VOIP Services

Key Actions to Implement

- ☒ Commonwealth Adopts UCaaS as Standard for Administrative Agencies
- ☒ Leverage Enterprise Technical Review Board (start May 20)
- ☒ Segmented Customers - have Target Customers / Sites
- ☐ Leverage CIO Council to Promote Adoption
- ☐ Technical Reference / Position Papers
- ☐ Technology Plan (Refresh Plan & Roadmap Plan) (in 2010 release)
- ☐ AOM supported by vendors to promote & sell Services
- ☐ Commonwealth Develops & Adopts Strategy to retire Centrex services



July 8, 2010

“We wish to cancel the active RFP and “sign up” for the UCaaS solution”

*Dawn Virts
Information Systems Manager
Center for Innovative Technology*

Next Steps

Key Upcoming Dates

- **CIO Council July 13th (today)**
- CSL & AOM Briefings (early August)
- UCaaS CESC Kickoff (August 19th)
- Meetings with Agencies (mid August)
- Service Commencement January 2011